WHAT IS CLAIMED IS:

1.   A method for processing the returns of merchandise purchased through the World Wide Web comprising:

5   identifying a user;

gathering a transaction history associated with the identified user;

displaying the transaction history associated with the identified user; and

10   initiating a returns process in response to selection, by the user, of a transaction displayed in the transaction history.

2.   The method of Claim 1 further comprising
15   retrieving a preference profile for the identified user.

3.   The method of Claim 2 further comprising crediting a user account indicated in the user preference profile based upon the transaction selected.

20

4.   The method of Claim 1 further comprising notifying a retailer associated with the transaction selected by the user.

25   5.   The method of Claim 4 further comprising providing the retailer with the transaction information and user information associated with the transaction selected by the user.

6.   The method of Claim 1 further comprising generating a return shipping label for the merchandise to be returned.

5   7.   The method of Claim 1 further comprising notifying a shipping provider of a merchandise return to be picked up.

8.   The method of Claim 1 further comprising
10   auctioning the merchandise selected for return by the user.

9.   The method of Claim 1 further comprising communicating between a client system and a server system
15   via the Internet.

10. A method for processing the local return of remotely purchased merchandise comprising:

displaying, on a client system, a transaction listing containing transactions associated with a user;

5 the transaction listing including at least one individual transaction indicative of merchandise purchased by the user from a retailer; and

initiating a returns process in response to selection of at least one individual transaction by the

10 user.

11. The method of Claim 10 further comprising:

identifying the user; and

retrieving transaction information associated with

15 the identified user.

12. The method of Claim 10 further comprising:

transmitting an identifier to a server system; and

retrieving a user preference profile previously

20 stored for the user identified by the identifier.

13. The method of Claim 12 further comprising:

completing the returns process based upon settings in the user preference profile.

25

30 14. The method of Claim 10 further comprising:

notifying the retailer of the merchandise to be returned; and

providing transaction information associated with the merchandise return the retailer.

5

15. The method of Claim 10 further comprising:

notifying a shipping agent of a merchandise return package to be shipped; and

generating a shipping label for the merchandise

10 return package.

16. The method of Claim 12 further comprising issuing a credit to a user account indicated in the user preference profile.

15

17. A system for processing merchandise returns comprising:

a server communicatively coupled to a network;

the server operable to receive single-action

5   requests from the network;

at least one transaction database communicatively coupled to the server;

at least one customer database communicatively coupled to the server;

10   a program of instructions executable by the server; and

the program of instructions operable to access a client identifier included in the return request, identify a customer in the customer database based upon

15   the client identifier and create at least one transaction listing from transactions included in the transaction database associated with the identified customer.

18. The system of Claim 17 further comprising:

20   at least one client communicatively coupled to the network;

at least one display operably coupled to the client;

the display operable to display the transaction listing created by the server; and

25   the client operable to transmit a single-action return request to the network in response to selection of at least one transaction displayed in the transaction listing.

32

19. The system of Claim 17 further comprising the program of instructions operable to initiate a returns process in response to selection of at least one transaction from the transaction listing.

5

20. The system of Claim 19 further comprising the program of instructions operable to retrieve a preference profile for the identified user and complete the returns process based upon settings included in the preference

10 profile.